CAPPS HR/Payroll Service Requests (SRs) Report
Date of Report: 02/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
CA Commitment Accounting		25
Configuration		1
ELM		34
Employee Self Service (ESS)		2
ESS Employee Self-Service		1
HR Human Resources	Assessment	19
	Assigned	107
	Awaiting Customer	32
	In Development	6
	In Work	40
	Rework	2
HR Human Resources		206
Interfaces		14
Learn		3
Mgr Self Service (MSS)	Assessment	1
	Assigned	7
	Awaiting Customer	3
	In Work	4
Mgr Self Service (MSS)		15
MSS Manager Self-Service		1
PeopleTools		6
Performance Mgmt		22
POS Position Control		3
PY Payroll	Assessment	11
	Assigned	52
	Awaiting Customer	20
	In Work	113
	System Test	3
PY Payroll		199
Recruiting		35
Reports		39
Security		18
SPRS Payroll		1
TL Time and Labor		154
Grand Total		779

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Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	5
Assessment	50
Assigned	344
Awaiting Customer	86
In Development	8
In Work	266
Pending Prod Approval	2
Rework	8
System Test	10
Grand Total	**779**

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
Critical	Performance Mgmt	2
Critical		**2**
High	CA Commitment Accounting	1
	Configuration	1
	ELM	3
	HR Human Resources	18
	Interfaces	2
	PeopleTools	1
	Performance Mgmt	3
	PY Payroll	23
	Recruiting	2
	Security	8
	TL Time and Labor	10
High		**72**
Medium		**387**
Low		**318**
Grand Total		**779**

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Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	2
Assessment	5
Assigned	26
Awaiting Customer	3
In Development	3
In Work	27
Pending Prod Approval	1
Rework	3
System Test	2
Grand Total	**72**

All SRs by Status

(Includes Closed, Completed after 01/01/21)

Status	Count of Status
Acceptance Testing	5
Assessment	50
Assigned	344
Awaiting Customer	86
Closed	62
Completed	624
Hold	17
In Development	8
In Work	266
Pending Prod Approval	2
Rework	8
System Test	10
Grand Total	**1482**

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CAPPS HR/Payroll Trend Report – Service Requests

Jan. 2020 – Jan. 2021

Status	JAN 2019	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN 2021	Totals
Opened	572	589	634	583	474	504	784	640	826	751	590	522	**660**	**8129**
Closed	662	583	627	584	475	562	674	520	935	784	581	526	**686**	**8199**

Monthly trend for SR's opened and closed